

VACANCY ANNOUNCEMENT

VA Palo Alto Health Care System

THE DEPARTMENT OF VETERANS AFFAIRS IS AN EQUAL OPPORTUNITY EMPLOYER

All applicants receive consideration without regard to race, religion, color, national origin, non-disqualifying mental or physical disability, age (with authorized exceptions), sex, political affiliation, or any other non-merit factor.

Vacancy Annc No. 03-150(SA)		Opening Date 06/04/03		Closing Date 06/24/03		U.S. Citizenship Required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (See notes below)	
# Posns 1	Position Title Program Support Assistant (Office Automation)			PD Number 2723-A	Pay Plan, Series, Grade GS-303-07		
Service Medical Service – Endoscopy Unit				Promotion Potential Full performance level GS-07		Salary Range \$35,158 - \$45,706 pa	
Duty Station Palo Alto, CA				Tour of Duty Monday – Friday, 8:00 a.m. to 4:30 p.m.			
Work Schedule <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Intermittent <input type="checkbox"/> Part-time @ ____ hrs/wk			Subject to Bargaining Unit <input checked="" type="checkbox"/> Yes-Minimum posting: 15 work days <input type="checkbox"/> No-Minimum posting: 10 calendar days		Subject to Supervisory Probationary Period <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (First-time supervisors subject to 1 year)		
<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary NTE _____ <input type="checkbox"/> Term NTE _____			Subject to Drug Testing <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (See notes below)		Physical or Medical Examination Required <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (See notes below)		
Travel and/or relocation expenses <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> are not authorized		Applicants currently serving under recruitment or relocation bonus service obligation must notify this office of the conditions of their agreement.					
		Relocation bonus <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> is not authorized		Recruitment bonus <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> is not authorized			
Area of Consideration - For information on application procedures, see section on 'HOW TO APPLY'							
<input checked="" type="checkbox"/> Current PERMANENT employees of the VA Palo Alto Health Care System. <input checked="" type="checkbox"/> Current VA employees eligible for transfer. <input checked="" type="checkbox"/> Veterans eligible for appointment under the Veterans Readjustment Appointment (VRA). <input checked="" type="checkbox"/> Veterans eligible for appointment under the Veterans Employment Opportunities Act (VEOA). <input checked="" type="checkbox"/> 30% or more Service-Connected Compensably Disabled Veterans. <input checked="" type="checkbox"/> Schedule A (handicapped) eligibles. <input checked="" type="checkbox"/> STATUS applicants eligible for transfer or reinstatement. <input type="checkbox"/> PUBLIC - All other interested candidates not meeting any of the above categories.							
Point of Contact - Inquiries should be directed to the following individual at (650) 858-3951.							
Susan Astorga, Human Resources Management Services (HRMS)							
REASONABLE ACCOMMODATION							
This office provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify this office. The decision on granting reasonable accommodation will be on a case-by-case basis.							
THE DEPARTMENT OF VETERANS AFFAIRS SUPPORTS A DRUG-FREE ENVIRONMENT							

DUTIES: Responsible for the administrative and clerical work generated within the Endoscopy Unit. Assists with scheduling, admitting, instructing patients according to physicians' instructions. The incumbent will acquire and compile patients records, endoscopy reports, receive telephone calls, faxes, maintains the correspondence control system, monitors the progress of management's reports, notes, memoranda, data, etc., for conclusion in preparing correspondence, responsible for all supply orders and equipment. Evaluates and advises on procedures for providing office administrative support. Reviews documents and reports for completeness and enters pertinent information into an automated tracking systems, performs database file searches, maintain automated system of program-specific data to track suspense's on items such as project milestones, progress reports, funding accomplishments, compliance strategies, etc. Prepares, executes, and/or tracks program specific information. In addition, may act as the primary liaison between the program office and administrative offices outside the organization.

QUALIFICATION REQUIREMENTS: Requires one year of specialized experience equivalent to the next lower grade level in the Federal service. **Specialized experience** is progressively responsible clerical, office, or other work that indicates the ability, knowledge and skill to provide administrative and clerical support in a medical/clinical environment, utilizing medical terminology and computer software applications.

There is no substitution of education for experience at the GS-07 level.

NOTE: Typing proficiency must be verified through past work history, typing tests certificate, or self-certification statement. Current employees should be certain their Official Personnel Folder or application indicates their typing/computer skills (40 words per minute is required).

VOLUNTEER EXPERIENCE: Appropriate credit will be given for voluntary participation in community, social service, and similar activities.

BASIS OF RATING: Candidates who meet basic eligibility will be evaluated on the relevance and quality of their experience, education and accomplishments in relation to the evaluation factors shown in your application and elements. Listed below are the knowledge, skills and abilities considered essential for successful performance in this position. Therefore, it is important to address these criteria specifically on a separate sheet of paper. Please address each evaluation factor by describing how your work experience (including unpaid or volunteer work), education or training demonstrating the possession of the particular knowledge, skill or ability. Important details may include those describing the level of difficulty/complexity of the accomplishment. These elements will be used to determine the highly qualified candidates to be referred to the selecting official. Incomplete, vague, or contradictory information may affect your rating. .

1. Ability to perform administrative duties.
2. Ability to communicate in writing in order to prepare correspondence.
3. Ability to utilize computer software in order to prepare reports, perform database file searches, and track information.
4. Ability to communicate orally in order to obtain and provide information.
5. Knowledge of medical terminology to determine the appropriate referral of calls.
6. Skill in purchasing office supplies and equipment.

ADDITIONAL NOTES:

- ◇ **Funds Availability:** The position being filled is subject to the availability of funds.
- ◇ **Additional Vacancies:** This announcement may be used to fill additional vacancies occurring within 90 days.
- ◇ **U.S. Citizenship:** If applicable, non-citizens may be appointed when no citizens are available in accordance with regulations issued by the Under Secretary for Health.
- ◇ **Update Of Qualifications:** VAPAHCS employees should ensure their official personnel folder (OPF) contains complete information about their qualifications for this position *by the closing date of this announcement*.
- ◇ **Promotion Potential:** If applicable, the candidate may be non-competitively promoted up to the full performance level without further competition provided they demonstrate satisfactory performance, meet applicable administrative requirements, and there is sufficient work at the higher grade level.
- ◇ **Time-In-Grade Requirement:** Candidates for advancement to General Schedule (GS) positions in the competitive service must have completed a minimum of 52 weeks at the next lower grade level (or equivalent) commensurate with the line of progression for this position.
- ◇ **English Language Proficiency:** If applicable, individuals appointed to direct patient care positions must be proficient in spoken and written English as required by Title 38, United States Code (38 U.S.C.).
- ◇ **TB Skin Screen Test:** All applicants selected for employment with the VAPAHCS will be required to meet TB screening requirements before being placed into this position.
- ◇ **Physical / Medical Standards:** If applicable, candidates will be required to pass a physical examination.
- ◇ **Drug Testing Position:** All applicants tentatively selected for VA employment in a testing designated position are subject to random drug screen (urinalysis) for illegal drug use prior to appointment. Applicants who refuse to be tested will be denied employment with the VA.
- ◇ **Direct Deposit / Electronic Funds Transfer:** It is a policy of the Department of Veterans Affairs to require new employees to receive Federal wage and salary payment through Direct Deposit/Electronic Funds Transfer. On the first day of duty, new employees must bring their Social Security Card/Number, photographic identification card, and information regarding their financial institution.

HOW TO APPLY:

Eligible Permanent Employees of VAPAHCS - Submit VA Form 5-4078, Application for Promotion or Reassignment, by the closing date of this announcement.

All others, submit:

1. **SF-171** - Application for Federal Employment; or
OF-612 - Optional Application for Federal Employment; or
RESUME - If a resume is submitted, you must include information requested in the flyer "Applying for a Federal Job," Optional Application for Federal Employment form (OF-612), and the information requested in this announcement.
2. **OF-306** - Declaration of Federal Employment. You must complete this form to determine your acceptability for Federal employment.
3. **DD-214** - Military Discharge Paper. Veterans claiming veterans preference and those eligible for employment under veterans hiring authorities must submit a copy.
4. **SF-15** - Application for 10-Point Veteran Preference. If you are applying for 10-point veterans preference, you must submit this form and the required documentation specified on the reverse of the SF-15.
5. **SF-50B** - Notification of Personnel Action. Transfer/Reinstatement Eligibles must submit a copy of their latest/last SF-50B.
6. **ACTAP** - If you are currently a Department of Veterans Affairs employee who has received a Reduction-in-Force (RIF) separation notice or a Certificate of Expected Separation, you may be entitled to special priority selection under the Department of Veterans Affairs Agency Career Transition Assistance Program (ACTAP). To receive this priority consideration, you must:
 - a. Be a current Department of Veterans Affairs career or career-conditional (tenure group I or II) competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES), and the date of the RIF separation has not passed and you are still on the rolls of the Department of Veterans Affairs. You must submit a copy of the RIF separation notice or CES along with your application upon request.
 - b. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have greater promotion potential than the position from which you are being separated.
 - c. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
 - d. Be currently employed by the Department of Veterans Affairs in the same commuting area of the position for which you are requesting priority consideration.
 - e. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).

- f. Be rated well-qualified for the position. ACTAP candidates who attain a score of 90 for the rating criteria developed for the position (e.g., KSAOs, job elements, etc.) will be considered well-qualified.
- 7. ICTAP - If you are a displaced Federal employee, you may be entitled to receive special priority selection under the Interagency Career Transition Assistance Program (ICTAP). To receive this priority consideration, you must:
 - a. Be a displaced Federal employee. The following categories of candidates are considered displaced employees. You must submit a copy of the appropriate documentation such as RIF separation letter, letter from OPM or agency documenting your priority consideration status with your application package.
 - b. Be a current or former career or career-conditional (tenure group I or II) competitive service employee who:
 - 1) Received a RIF separation notice; or
 - 2) Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place you; or
 - 3) Retired with a disability and whose disability annuity has been, or is being, terminated; or
 - 4) Upon receipt of a RIF separation notice, retired on the effective date of the RIF and submits a copy of your SF-50B which indicates "Retirement in Lieu of RIF"; or
 - 5) Retired under the Discontinued Service Retirement (DSR) option; or
 - 6) Was separated because you declined a transfer of function or directed reassignment to another commuting area.
 - c. Be a former Military Reserve or National Guard Technician who is receiving special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of the Title 5, United States Code.
 - d. Be applying for a position at or below the grade level of the position from which you have been separated.
 - e. Has a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
 - f. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
 - g. File your application package by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
 - h. Be rated well-qualified for the position. To be rated well-qualified for the position, you must:
 - 1) meet the qualification standard and eligibility requirements for the position, including any medical qualifications and minimum educational and experience requirements;
 - 2) meet all selective factors, where applicable, and appropriate quality ranking factor levels, as well as knowledge, skills and abilities (KSAOs) factor(s) for this position. Well-qualified candidates are those who attain 90 of the total points possible for the rating criteria developed for the position (e.g., KSAOs, job elements, etc.); and
 - 3) be physically qualified, with reasonable accommodation, where appropriate, to perform the essential duties of the position.
- 8. OPM Form 1170/17 - List of College Courses (if substituting education for experience). Transcripts may be submitted.
- 9. Schedule A applicants only - Letter from the State of California Department of Rehabilitation or from a qualified VA Counselor certifying eligibility for appointment to this position.
- 10. Performance Appraisal - Current/Former Federal employees must submit a copy of their most recent performance appraisal.
- 11. On a separate attachment(s), describe your work experience/education as it relates to each of the factors listed under BASIS OF RATING above.

To receive consideration, all application materials must be postmarked or received in this office by the closing date. Any information not submitted with your original application will not be considered. Failure to submit the requested material and response to the rating factors may result in a lower rating in the evaluation process.

All application materials will become the property of the Human Resources Management Service and will not be returned, used for other positions, or duplicated once submitted.

In accordance with 18 U.S.C. 1719, use of postage-paid government agency envelopes to file job applications is a violation of Federal law and regulation. Applications mailed in postage-paid government envelopes, sent by Federal agency special courier services or submitted through Federal fax machines will not be considered.

APPLICATIONS SHOULD BE MAILED TO: VA Palo Alto Health Care System
Human Resources Management Service (05A)
3801 Miranda Avenue
Palo Alto, CA 94304